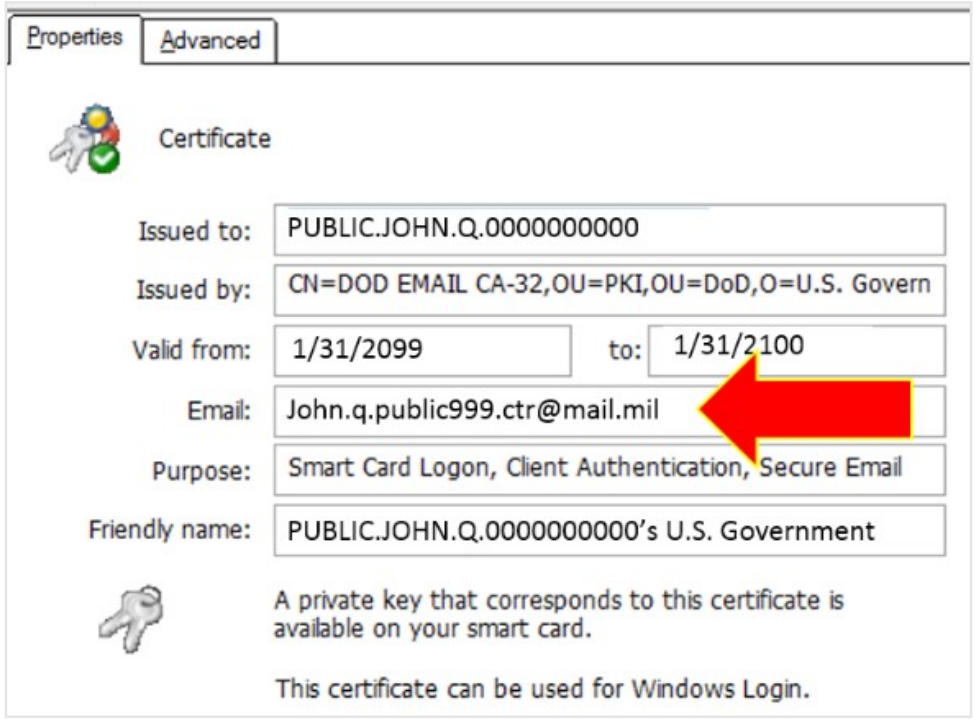
Enterprise Email

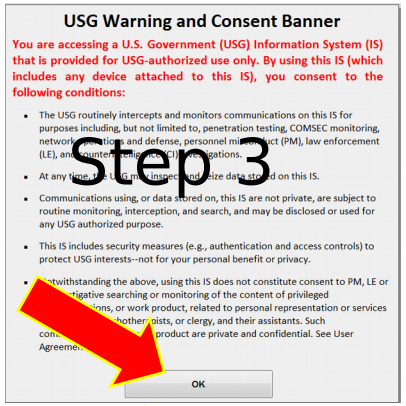
How to access your email from the web

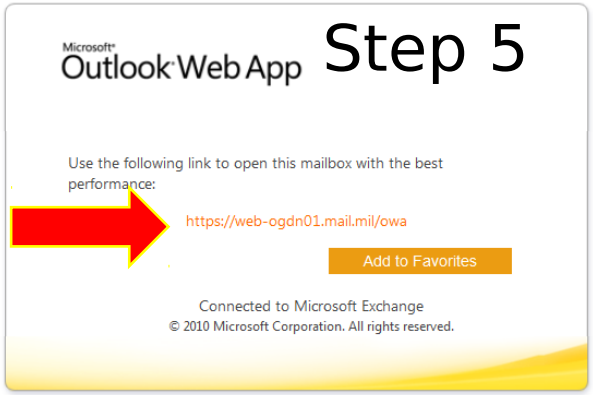
- When you are issued a CAC card you are also set up with an Enterprise Email (EE). AKO email no longer exists. The new email addresses are in the following format **First Name . Middle Initial . Last Name (Numbers) .MIL/CIV/CTR@ Mail.MIL**
- Enterprise email is available for CAC card holders to access from the web at the following web address: HTTPS://web.mail.mil
- To set up your personal device to access the web mail you must have a USB CAC card reader; which you may request from your supply office (only for Microsoft Operating systems; i.e. XP, Windows 7 etc). Apple products have to have special CAC readers which supply does not have.
- To get the instructions for installing the CAC Card reader and setting up your personal computer to use EE please see the following website: http://www.militarycac.com.

HOW TO FIND YOUR EMAIL ADDRESS FROM A GOVERNMENT COMPUTER:
From a government system open Active Identity, Active Client, User Console. Select File & the cac card reader (your cac card is in) Select my certificates & the certificate with the green checkmark)


Properties
Advanced
Certificate
Issued to: PUBLIC.JOHN.Q.0000000000
Issued by: CN=DOD EMAIL CA-32,OU=PKI,OU=DoD,O=U.S. Govern
Valid from: 1/31/2099 to: 1/31/2100
Email: John.q.public999.ctr@mail.mil
Purpose: Smart Card Logon, Client Authentication, Secure Email
Friendly name: PUBLIC.JOHN.Q.0000000000's U.S. Government
A private key that corresponds to this certificate is available on your smart card.
This certificate can be used for Windows Login.

1. Open up your internet program.
2. Go to the following address https://web.mail.mil.
3. Press OK at the bottom of the warning banner.
4. Select your DOD Email certificate.
5. Select the URL in the yellow box.
6. Press OK on the warning banner.
7. Select the same certificate as above.
8. Your email should now open.


USG Warning and Consent Banner
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:
Step 3
OK


Microsoft Outlook Web App
Step 5
Use the following link to open this mailbox with the best performance:
https://web-ogdn01.mail.mil/owa
Add to Favorites
Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

- EE is unclassified and you must be aware that no classified material may be sent via it. All PII must be encrypted to protect it.
- Enterprise Email Accounts if unused for 45 days will be disabled. Fifteen days after that they will be deleted. If your email account is deleted you must put in a work order to have it recreated. Call the GKO help desk. 1-800-821-3097. Be sure to say re-provision the email account.
- There are two classes of email accounts. Army Basic (size limit 512MB & webmail only) and Army Business (4GB). If you exceed your limit you will get a warning at 80% that your mail box needs cleaning. For those that have Army Business and have a government owned computer you can use Outlook to create PST files to store your mail to the local computer.
- If you exceed the size limit on your email account it will no longer function until you bring it down under the size limitations

- All users are to modify their information through MilConnect https://www.dmdc.osd.mil/milconnect/.
- The information that you modify in MilConnect is what appears in the Email Address Book.
- Instructions:
  - Sign in and go to the tab My Profile.
  - Select the relevant tab CIV, MIL or CTR.
  - Everyone's Duty Organization is National Guard.
  - The Duty is NG –Army National Guard – Alaska.
  - Office symbol is your units' office symbol.
  - Job title – put your job title not your MOS/AFSC.
  - Second Duty field should be "National Guard Facilities (Army and Air) State of Alaska" - *unless you are stationed on Ft. Wainwright*.
- All personnel are required to keep their information up to date in MilConnect. This

- PIV certificates are for those that are or ever were dual status technicians. They are required to be activated on you military CAC card. If you get a new CAC card then you will have to repeat the process every time you get a new CAC card. The PIV Activation can take a few minutes to complete due to the distance for the data to travel to and from the database.
- Log into https://www.dmdc.osd.mil/self_service/rapids/unauthenticated
- Then select activate PIV.
- If you have issues you may need to use another internet browser some computers with Microsoft Internet Explorer have both a 32 and 64 bit edition. You will have to use the version that matches the type of operating system on the computer. (from control panel select system, scroll down to operating system)
- From Microsoft Based computers go to control panel, select system. Under system, system type will show the version of operating system. Select the version of internet explorer for the operation system. If your system type is 64 bit then you will have to use the 64 bit internet explorer which should be

- The NEC Customer Service desk cannot fix nor configure your personally owned device. We can only create & delete email accounts.
- If you can use webmail from a government owned computer on the Alaska Army National Guard Network then it would be a configuration problem on the personally owned device.
- If you can’t get into email from government computer then have someone in your unit look you up in the outlook address book under Global Address list. If you have an email account it will be listed there. If it is not then put in a work order.
- For more advanced self - help documents log in to GKO and Select STATES (ribbon upper right), then ALASKA from the Map, select NEC Customer Service Center button, then select the Email Self Help.